

Rockville's Caregiving Agencies

Supporting Children in Our City



This special insert of "Rockville Reports" highlights many local "Caregiver" agencies, focusing on just a few of the many programs and services that especially support children in the City. There is contact information provided for individual programs, services or centers throughout the "Caregivers" insert, but for general information, contact the City's Department of Neighborhood and Community Services' Youth and Family Services Division at 240-314-8310, or stop by their offices at 32 Courthouse Square in downtown Rockville.

Caring for Rockville's Children

Rockville is a great place to raise children. With some of the most highly regarded schools in the country, Rockville's children receive an excellent education as they grow into adults. That education, combined with extensive community services and recreational opportunities, affords the City's youth many benefits that children in other areas may not receive.

These are great advantages, but still there are many children in Rockville who, for varied reasons, have a need for help and support.

Rockville's Mayor and Council each year allocate funds in a variety of ways to help support local agencies that provide that needed help and support. Specifically, the City's Department of Neighborhood and Community Services has one division that is designed to address the ever-changing needs and challenges that the youth in Rockville face – Youth and Family Services. Some issues that Youth and Family Services address are parent/child conflict; at-risk behaviors affecting social function and school performance; youth development; and acculturation.

There is a dedicated staff ready to assist residents in need. The Youth and Family Services division's phone number is 240-314-8310.

Open Communication Is Key For New Youth Programs

As the needs of Rockville's children continue to change, the City's Youth and Family Services, a division of the City's Department of Neighborhood and Community Services, works diligently to address the issues as quickly and appropriately as possible. This year, the department has developed several new programs that specifically address the complicated social dilemmas that many adolescents encounter.

As varied as these programs may be, one theme is consistent with all programs – open and honest communication is the key.

Earlier this fall three new school-based groups were established to help middle school girls. School staff was seeing increased rates of referral for "disciplinary action" and more "acting out" behaviors in their female students. Rebecca Sahm, a Youth and Family Specialist for the City of Rockville, decided to facilitate two of the groups, to help address these issues.

Sahm's main focus is to build trusting relationships and to give students a safe place to communicate. Through this open communication Sahm has found several common threads: participants admit to feeling frustrated, lonely, depressed, angry and have trouble at school and home.

One participant expressed her isolation by writing, "In the cafeteria you can't sit at a table you don't belong to because all the seats are what people call 'saved.'" Improving the girls' relationships with each other is the starting point for Sahm.

Another new City program is the Drug and Alcohol Education Seminar (DAES). Middle and high school youth who have received a police citation for alcohol or drug use are referred to attend these classes with their parents. Art Billings, a Youth and Family Specialist and group facilitator, introduces participants to the four stages of addiction and provides information on behaviors such as dependency, denial and enabling.

At the second meeting, parents are asked to talk about their reaction to their child being escorted home by the police, the disciplinary measures they enforced, and how they plan to repair the relationship with their son or daughter.

Since Billings views parents as instrumental in preventing future drug/alcohol use, he encourages parents to be candid in their responses in the presence of their child. The reciprocal communication is a key that Billings is working on through the DAES program.

For more information on these programs, call 240-314-8310. ■

"In the cafeteria you can't sit at a table you don't belong to because all the seats are what people call 'saved.'"

— One middle school girl who is part of a new program offered by the City



Jorge Cabezas (above) is one of 29 adult volunteers who spend about one hour each week mentoring a child from College Gardens Elementary School. Cabezas is pictured working with his student, JaBarrie, on a recent Tuesday afternoon. The mentoring program, co-sponsored by the City of Rockville, runs from October to June each year.



"Not only do you have a new friend, but you have someone who you can trust," one mom said of the City's mentoring program and her child's mentor, Roz Garfinkle, pictured standing above with Cori. "They learn so much from each other. I'm so glad she's a part of this program."

Mentors Make a Difference

Rockville resident Pete Philips spends about an hour each week at College Gardens Elementary School, reading, solving math problems or just spending time with his young "mentee," Douglas, as part of the City of Rockville's Mentoring Program.

Whatever Philips is doing seems to be affecting young Douglas positively.

"I think my son has improved a lot," said Douglas' mom. "He enjoys reading now and does his work on time. He even wants to write a book."

Philips is one of 29 mentors who volunteered to work with individual students from College Gardens Elementary School to serve as a friend, motivator and role model. Through the City's Department of Neighborhood and Community Services, Mandy Smith, a Youth and Family Specialist, has worked for the last seven years to recruit as many mentors as possible for the program, which runs from October to June.

For the past two years College Gardens counselor Marissa Porter has worked side by side with Smith to enhance the program. So far this year there seems to be significant progress, according to some parents

of "mentees."

"It has helped my son tremendously," said one mother. "I see a more positive response and he feels more confident about doing his home-

work. He needs that one-on-one attention, and between his teacher and his mentor [Beverly Mohammad], he gets it."

The mentoring program – a partnership between the City and College Gardens Elementary – is an excellent way for students to share ideas and dreams with an impartial adult who is there solely for them. And the extra homework help never hurts.

"I think it helps the kids, just by having someone for them to talk to and who can help them with their work," said another mom. "My son looks forward to every Tuesday. He thinks his mentor [Jorge Cabezas] is cool."

That is a sentiment echoed by several parents.

"I'm so glad he's able to get this extra help," one mom said in praising mentor Norman Klombers. "I have two younger children that take much of my attention, so whatever help is available, I'm grateful for."

For more information about the mentoring program, or to volunteer, contact Smith at 240-314-8318. ■

"It has helped my son tremendously. He needs that one-on-one attention and between his mentor and his teacher, he gets it."

— Mother whose son is in the City's youth mentoring program

Help for the Homeless

Chase Partnership House

- 36-bed shelter for homeless men who are recovering from drug and alcohol abuse and who may have a chronic mental illness.
- Services include: hygiene/laundry facilities, a structured evening program, a computer lab, recreational activities, case management and coordination of services.
- **Contact person:** Naaman Foster
Phone: 301-762-8682 (ext. 344)
United Way designation #: 8420

Dorothy Day Place

- 24-hour, seven-day a week, year-round transitional shelter for homeless women. Provides beds, three meals a day, laundry, showers and telephone.
- Approximately 45 shelter residents receive on-site case management, substance abuse counseling, housing and job counseling, money management assistance, regular on-site medical care, legal services and expressive therapy activities.
- **Contact person:** Nola Dixon
Phone: 301-762-8314
United Way designation #: 8054

Helping Hands Center

- Provides emergency shelter to approximately 140 homeless women and young children 24 hours a day throughout the year.
- Services include: case management, three meals a day, private bedrooms, laundry facilities, workshops on money management, parenting, job preparation and search. Provides referrals for housing programs and assistance with first month's rent through a grant program.
- **Contact people:** Ann L. Chapman or Tammy Holland
Phone: 301-340-2796

Hope Housing

- Three Rockville sites provide permanent housing services to 15 formerly homeless men and women with physical and/or mental disabilities.
- **Contact person:** Darrell Butler
Phone: 301-762-8682 (ext. 352)
United Way designation #: 8420

Horizon House

- Five houses provide case management and support to 25 men and women who have physical and/or mental disabilities and fixed or very low incomes. The main program goal is to improve resident income and skills for the highest level of self-sufficiency possible.
- Services include a case manager who supervises each resident's program goals and monitors house meetings. Residents pay a small monthly fee and contribute to household chores.
- **Contact person:** Priscilla Fox-Morrill
Phone: 301-770-2413
United Way designation #: 8230

Jefferson House

- Provides permanent supportive housing services for formerly homeless men who have completed a formal addiction treatment program. Supports their efforts to maintain sobriety and employment.
- Offers five men personal living quar-

Community Services in Rockville
Great Places to Donate Your Time, Talent, Money – and Keep it Local!

ters, support services and social and recreational activities.

- **Contact person:** Darrell Butler
Phone: 301-762-8682 (ext. 352)
United Way designation #: 8420

Men's Emergency Shelter

- Provides a safe place throughout the year for vulnerable men awaiting placement in another community shelter or for those not eligible for other shelters.
- Offers a warm, safe environment, shower and toilet facilities, laundry, hot beverages, snacks and a bed.
- **Contact person:** Sharan London
Phone: 301-217-0314

Montgomery Avenue Women's Center

- Daytime program for homeless women.
- Helps them find jobs and assists with computer training, relocation assistance and prescription costs.
- **Contact person:** Norma Fagan
Phone: 301-762-2288



In a prime example of Rockville youth helping youth, members of the Richard Montgomery High School Student Government Association volunteered many hours in preparation of the City's Annual Holiday Drive. RMHS collected and packaged dozens of boxes of canned goods that will be part of food baskets that go directly to Rockville families.

Rainbow Place

- A warm, safe caring environment for homeless women from November through March. Serves approximately 85 women a season.
- Open 7 p.m. to 7 a.m. Women receive a warm bed, a hot dinner, breakfast and a bagged lunch, access to showers and laundry facilities, and case management.
- **Contact person:** Mary Jane Villforth-Smith
Phone: 301-762-3363

Sophia House

- A 30-bed emergency shelter and assessment center for homeless women with issues related to mental illness, domestic violence and long-term disabilities.
- The facility is open from 6 p.m. to 8 a.m. and offers professional case management, meals, laundry, shower



Pictured are children from the Latino Outreach Program of the Community Ministries of Rockville, which recently opened two new adult English classes with child tutoring for Latino parents who have children at Twinbrook Elementary School. Classes are held at the school Tuesdays and Thursdays from 6-7:30 p.m. For information call Cecilia Rohas at 301-762-8682 x 115.

Food and Clothing

Interfaith Clothing Center

- Distributes donated clothes, housewares, school supplies, infant items, toys and children's books to low-income Montgomery County residents. Hours: Monday, Wednesday, Saturday, 9 a.m.-2 p.m., at 751 Twinbrook Parkway.
- Hundreds of volunteers annually provide more than 10,000 hours of service by sorting, sizing, cleaning, displaying and distributing clothing and other goods. ICC also relies on thousands of donors for clothing and housewares.
- **Contact person:** Teresa Castro
Phone: 301-424-3796
United Way designation #: 8230

Manna Food Center, Inc.

- Distributes food to Rockville residents in need of emergency help and to Rockville shelters, pantries and the Lincoln Park Community Center.
- Provides each household with a box of staple supplies and perishable food to feed a family of four for three days.
- **Contact person:** Tom Lawrey
Phone: 301-424-1130
United Way designation #: 8846

Youth and Family Services

Friends in Action

- Bilingual program recruits, trains and supports teams of volunteer mentors who commit to working with low-income families and foster children for at least one year.
- Volunteer teams of mentors tutor children, teach adults life and budget-

ing skills, and empower families to move toward financial independence by strengthening the family unit.

- **Contact person:** Monica Barberis-Young
Phone: 301-315-1103
United Way designation #: 8230

Health-Related Programs

Healthy Families Montgomery

- Serves overburdened first-time parents on a voluntary basis with no income guidelines.
- Families receive home visits, case management, health education, child development, and parent education/support groups. All services are available in English and Spanish.
- **Contact person:** Crystal Carr
Phone: 301-840-3231
United Way designation #: 8098



Each year hundreds of area children participate in food drives to benefit Manna Food Center, Inc., which provides emergency food to families, as well as food items to shelters and community centers. Pictured above are children from the College Gardens Civic Association, which hosted a food drive as part of a community-wide event.



Food, toy and monetary donations are still being accepted for the Rockville Holiday Drive. Contact 240-314-8310 for more information.

Elderly and Disabilities Ministries

- Provides certified aides who help the elderly with cleaning, laundry and personal care through its Home Care Program.
- Offers free repair, maintenance and modifications to the homes of seniors and disabled persons through the Safe & Habitable Home Project.
- **Contact person:** Sylvia George
Phone: 301-762-8682 (ext.116) or 301-315-1096
United Way designation #: 8420

Mobile Medical Care (MobileMed)

- Brings primary health care to low income, uninsured and working poor residents at five area clinics. Mobile van ("Moby") visits the Lincoln Park Community Center and the Twinbrook Recreation Center.
- Health care professionals provide primary and preventive health care, re-



A record 1,927 backpacks filled with age-appropriate school supplies were distributed by the Interfaith Clothing Center to area school children as they prepared for the 2003-2004 school year.

Cultural Diversity

Korean Community Service Center of Greater Washington, Inc.

- Provides information and referral services, welfare and immigration case management services and individual, family and marital counseling.
- Provides translation and interpretation services and educational services including English as a Second Language classes, computer classes, civic education and five-week summer school for K-12.
- **Contact people:** Tae-In Lee or Joo Sup Song
Phone: 240-683-6663
United Way designation #: 8136

Latino Outreach Program

- Provides English as a Second Language classes to Latino adults and citizenship classes for adults of all nationalities. Provides health education on colorectal, breast and cervical cancer as well as employment and educational issues including health and job fairs.
- While parents attend classes, preschool and school-age children participate in enrichment classes staffed with bilingual instructors. Childcare is provided for children under age 2.
- **Contact person:** Cecilia Rojas
Phone: 301-762-8682 (ext. 115)
United Way designation #: 8420

Chinese Culture & Community Service Center

- Provides English Literacy instruction to adults
- Three levels of classes include instruction on naturalization, citizenship and intensive pronunciation for elderly immigrants who rarely have the opportunity to speak English in their daily lives.
- **Contact person:** Vivian Kao
Phone: 240-631-1200
United Way designation #: 8811

Emergency Funds

Rockville Emergency Assistance Program (REAP)

- Provides financial assistance to residents faced with an emergency relative to shelter, utilities and medical prescriptions. Also provides assistance with getting IDs and job-related transportation.
- To be eligible for assistance, person must have resided within the corporate city limits of Rockville for at least six months and provide documentation of his or her emergency.
- Contributions to REAP can be made directly through a designation on City water bills.
- **Contact person:** Mark Richman
Phone: 301-762-8682 (ext. 106)
United Way designation #: 8420

Rockville FISH/Help

- All-volunteer organization serving residents of the City of Rockville.
- Provides emergency financial assistance with prescriptions, housing, utilities and food.
- **Contact person:** Nell Hubbard
Phone: 301-564-0800
United Way Designation#: 7412

Speaking to All Please note:

Si usted habla Español y necesita ser referido para los siguientes servicios: vivienda, salud, emergencia financiera, por favor llamar al departamento de servicios comunitarios al teléfono 240 314-8310 o llamar al señor Marcial E. Candido al teléfono 240-314-8315.

如果華語是您的母語，而您需要得到居住、財務及醫療方面的補助，請電華人活動中心，240-631-1200，我們將為您提供華語服務。

주택, 의료보, 재정보 등의 분야에 대해 한국어로 도움이 필요하신 분들은 위싱턴 한인봉사센터 (전화번호:240-683-6663)로 연락주시기 바랍니다.

Human Services Advisory Commission

The City of Rockville works with many boards and commissions that assist with group-specific issues on an ongoing basis. The Human Services Advisory Commission is committed to making the City's many services available to all residents.

Anne M. Robbins, (Council Liaison)

Members include:
William Goodwin (Chair)
Ann Reiss (Vice Chair)

Consumer Representatives
Allison M. Bunge
David L'Heureux

Caregiver Representatives
Darrell Butler
M. Thomas Lawrey
Agnes Saenz

At-Large Representatives
Deborah Parham Hopson
William R. Meeker
Eric Wang
Charlotte S. Zuckman

Helping Korean Americans Find Their Way Through KCSC

On one of her first days as Director of Programs for the Korean Community Service Center (KCSC) of Greater Washington, Tae-In Lee may have saved a life.

Lee received a call from a woman in need of assistance. Since the woman did not speak or understand English, she was desperate for help and the KCSC was the only place she could go. After speaking with the woman about routine services and referrals, Lee, who is fluent in both English and Korean, sensed that the woman was deeply sad. Eventually the woman confessed that she was diagnosed with serious depression and that she was considering ending her life.

The isolation and helplessness that the woman experienced because of the language and cultural barriers she faced almost overtook her, but Lee and the KCSC were there to help.

The KCSC is the only bilingual and bi-cultural professional Korean social service agency in the Washington Metropolitan area. Seeing how the Korean American population in Rockville increased by 38 percent between 1990 and 2000, one can only imagine how significant a resource the KCSC is for those new to the City – and the country.

The City of Rockville has proudly partnered with the KCSC this year and looks forward to the breadth of services it can offer to residents.

“Imagine that you moved to a country where you don’t speak any of their language and they don’t understand any English,” Lee said. “Let’s say your friend happens to be there speaking English and their language. What would you ask your friend to do for you? Just about everything, right? That consists of a big portion of what the Korean Community Service Center does – making Korean Americans’ adjustment easy and smooth.”

The KCSC has services throughout the greater metropolitan area, but the closest location to Rockville is at 217 Muddy Branch Road in Gaithersburg. Support services available to Rockville residents include:

- English classes
- Computer classes
- U.S. Civics education (for citizenship purposes)
- Education and outreach on health issues and health care resources
- Document translation and interpretation
- Case management services for income and housing assistance, mental health care, family stability



Director of Programs, Tae-In Lee (left), scans the news in a Korean language newspaper with a volunteer at the Korean Community Service Center in Gaithersburg. The KCSC provides a multitude of services and is available to Rockville residents. The center is located inside the Grand Mart international food store at 217 Muddy Branch Road in Gaithersburg (240-683-6663).

- Domestic violence education and victim assistance
- Alcohol education classes

For more information, call 240-683-6663. There are Korean speakers available, so language barriers are not an issue. ■

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워싱턴 한인봉사센터 (전화번호:240-683-6663)로 연락주시기 바랍니다.

City Kids “Brush Their Teeth”



Dr. Reginald Pettaway is one of the dedicated dentists who volunteered to be part of the Care for Kids pilot program for dental services under the Primary Care Coalition. The test program will help 28 Rockville children receive dental care and education over the next year.

“Brush your teeth!” is a phrase echoed over and over to encourage children to develop the simple habit on their own.

As basic as this may be, many local children and their parents or guardians are unaware of, and do not receive, routine dental hygiene simply because they cannot afford it. Without basic dental care, children especially are at a higher risk of developing more serious problems with their teeth and gums over the years. This can easily be avoided with proper preventive care.

Primary Care Coalition is a non-profit program that provides referrals for primary and preventive medical care each year to roughly 2,800 lower income children in Montgomery County through its Care for Kids program. Of these, approximately five percent (140 children) live in Rockville.

This year, the City of Rockville will provide grant money to launch a pilot program with Care for Kids to provide necessary dental care for resident children. A package of services will include one annual dental exam, X-rays, teeth cleaning, fluoride treatment, sealant; and up to \$60 to be used for fillings, etc., at a total cost of \$180 per child. Possibly

more important is the hands-on oral education that these 28 children will receive. Depending on the success of this test program, more children could be added in future years.

Maria Triantis, Director of Client Services for the Primary Care Coalition, said that all participants are given general information about dental care, but many do not take the next step and go to the dentist. Triantis is hoping that with a formal referral, more parents will bring their child for dental care.

“We will provide names and addresses of dedicated dentists with their referrals,” Triantis said “Hopefully, parents will see the name of the dentist and know that they can go right there. These dentists are dedicated and committed to the program.”

And this way the dentist can tell the kids to “brush your teeth!”

Although the Care for Kids dental program is limited, parents can still call to see if they are eligible for the overall program, Montgomery County’s Primary Care Coalition, by contacting the Service Eligibility Unit, 1335 Piccard Drive, Rockville, Md. 20850 or by calling 240-777-3120. ■

Want to Help?

Check out the 2003 edition of the City of Rockville’s *Volunteer Opportunities With Rockville Caregiver Agencies* for interesting ideas about how to donate your time. Anyone with a professional skill or area of expertise could easily find opportunities to volunteer – and you might just change someone’s life. Providing printing

services, business consulting, graphic art and tax preparation are just a few examples of ways volunteers can help. With just a few extra hours to spare, you could be the person to make a lasting difference in your community.

Call 240-314-8300 for your copy of *Volunteer Opportunities With Rockville Caregiver Agencies*. ■

Chinese Americans Discover Assistance in Rockville

The Chinese Culture and Community Service Center (CCACC) provides a multitude of programs and services for adults in Montgomery County, and now, in Rockville. The services are far reaching and are aimed at helping Chinese Americans and residents of other cultures transition to life in a new place.

For example, in September, the CCACC partnered with the City of Rockville to start a new English instruction program at the Montrose Community Center, located at 451 Congressional Lane in Rockville. Up to 25 students are enrolled in each of three classes, which meet weekly.

In October, the CCACC opened the Pan Asian Volunteer Health Clinic, in partnership with Mobile Medical Care, Inc., and the Primary Care Coalition of Montgomery County. The clinic operates at the Dennis Avenue Health Clinic, 2000 Dennis Avenue in Silver Spring, and supplements a monthly clinic held

at the Rockville Senior Center.

CCACC also has started a new outreach program at the Wheaton office of Montgomery Works. The program is funded by a grant from U.S. Department of Labor for employment or career assistance. Drop-in participants are welcome to visit the office, located at 11160 Veirs Mill Road, Suite 510, on Tuesdays from 10 a.m. to 3 p.m.

Another critical service that the CCACC provides to Chinese Americans is translation. Simple help in filling out paperwork, finding medical assistance or just grocery shopping can be a daunting task for those who do not understand English. Furthermore, the CCACC makes referrals for housing, transportation, emergency financial assistance and numerous other services.

The Chinese Culture and Community Service Center is located at 16039 Comprint Circle in Gaithersburg. For more detailed information on services, contact 240-631-1200. ■

如果華語是您的母語，而您需要得到居住、財務及醫藥方面的補助，請電華人活動中心，240-631-1200，我們將為您提供華語服務。